



Request for Proposal Student Transportation Services

1. RFP Announcement: July 26, 2019
2. Optional Proposal Meeting: July 29, 2019 at Mary D. Coghill Charter School
(4617 Mirabeau Street, New Orleans, LA 70126) at 12:00PM
3. Questions Submittal Deadline: July 29, 2019 3:00PM CST
4. Proposal Submittal Deadline: July 30, 2019 3:00PM
5. Finalist Interviews: July 31, 2019 11:00AM
6. Award Notification: August 2, 2019 3:00PM

REQUEST FOR PROPOSAL

This Request for Proposal is for the purpose of obtaining competitive proposals to provide Transportation Services for the students of Mary D. Coghill Charter School.

Better Choice Foundation (hereafter “BCF”) is a charter management organization in New Orleans, Louisiana that operates Mary D. Coghill Charter School (hereafter “MDC”).

The goal of BCF is to provide a transportation service program to all eligible students in a safe and effective manner.

PURPOSE

BCF would like to receive information and/or proposals for:

- Full-service Student Transportation Services for 2019 - 2020 school year.
- Route Creation and Routing Support Services for 2019 - 2020 school year.

BCF is aggressively seeking proposals from qualified Proposers interested in providing Student Transportation Services as described in this RFP. The Proposer shall provide full-service student transportation. Full-Service is defined as including all vehicles, consumables, maintenance, insurance, staffing, supervision, and management necessary to operate school buses as well as running a staffed Dispatch operation. The Proposer should also include route creation and routing support. The primary obligation of the Proposer is to operate its affairs so that BCF will be assured of continuous, reliable service and such that BCF is not burdened with day-to-day operations.

This Request for Proposal (RFP) is issued to invite vendors to submit information and/or proposals.

Issuance of this RFP in no way constitutes a commitment by BCF to select a vendor and/or reward a contract. BCF reserves the right to accept or reject any or all proposals submitted.

Authorities, Restrictions & Clauses

BCF reserves the right to reject any and all proposals for any reason. BCF reserves the right to correct or waive irregularities in submitted proposals should it be deemed in the best interest of BCF to do so. BCF reserves the right to negotiate any and all proposals for any reason.

BCF reserves the right to award to more than one proposer or to no proposer. BCF has 30 days to accept a submitted proposal. The proposer cannot withdraw a proposal within that 30 day period without mutual consent with BCF. BCF reserves the right to require a performance bond. If such is required, the cost of that bond will be reimbursed to the Proposer by BCF. Final prices will be negotiated between the proposer and BCF.

Proposer Responsibilities

It is the proposer's duty to examine all submitted documents to ensure completeness and legibility. It is the proposer's duty to understand the proposal. Any misunderstanding is the responsibility of the proposer. BCF has no obligation to correct, reject, or question any portion of the proposal. The proposer must abide by all proposal requirements (rules and regulations) set forth by the DOE Bulletin 119 and OPSB. The proposal may be rejected by BCF regardless of the type or significance of noncompliance.

Proposer Prohibitions

BCF will assess, negotiate, and decide on this proposal without influence from the proposer's employees, representatives, agents, vendors, or any other parties with a business, financial, or familial relationship to the proposer.

The proposer is prohibited from exploiting a conflict of interest, gratuities, kickbacks, or any other type of incentive or influence upon BCF, its board, and its agents. Violators will be prosecuted to the extent of the laws pertinent to BCF.

Proposers must submit a firm proposal. A proposer will not stipulate in its proposal any conditions not contained in contract documents.

CONTRACT TERMS AND TERMINATION

The initial contract period will be August 12, 2019, through June 30, 2020. Contract will be renewable by mutual agreement with one-year extension through June 30, 2021. The contract will expire naturally at the end of the contract term. BCF reserves the right to terminate the contract with 30-days advance, written notice. BCF reserves the right to terminate the contract because of inferior quality of materials, product, workmanship, service, and/or reductions and/or termination of funding. BCF reserves the right to terminate the contract immediately in the event of unresolved safety or liability concerns.

PROCESS SCHEDULE

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3. Questions Submittal Deadline: July 29, 2019 3:00PM CST
4. Questions Answered: July 29, 2019 3:00PM
5. Proposal Submittal Deadline: July 30, 2019 3:00PM

6. Finalist Interviews: July 31, 2019 11:00AM
7. Award Notification: August 2, 2019 3:00PM

QUESTIONS

1. All questions regarding this RFP must be emailed to BCF at purchasing@bcfcharter.com by 3:00pm p.m. CST July 29, 2019.
2. Questions received by that time will be compiled and answered by 3 p.m. July 29, 2019.
3. Questions received after that time will not be answered unless the answers have already been made public to all potential proposers.
4. Answers to questions and any addenda to this RFP will be available on the BCF website.

PROPOSAL SUBMITTAL

This RFP is available in electronic form at MDC's website, <http://coghillelementary.org> under the RFP section. All proposals shall be received by the BCF no later than the date and time shown in the Process Schedule.

1. Proposers must submit a complete copy of their proposal electronically via e-mail to Better Choice Foundation purchasing@bcfcharter.com by 3:00PM CST Tuesday, July 30, 2019.
2. Proposals received after this deadline will not be considered.
3. Hard copies of proposals can be delivered via mail, courier service, or in person but must be postmarked and in a sealed envelope no later than Tuesday July, 30, 2019, by 3:00PM.
4. Clearly mark the outside of the envelope, box or package with the following information and format: RFP Name: BCFTRANS 2019-2020
5. Proposals may be mailed through the U.S. Postal Service, delivered by hand or courier to our physical address:

Better Choice Foundation
Committee for Procurement & Contracts
4617 Mirabeau Ave.
New Orleans, LA 70126

Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to our physical location. BCF is not responsible for any delays caused by the proposer's chosen means of proposal delivery. Proposer is solely responsible for timely delivery of its proposals. Failure to meet the proposals opening date and time shall result in rejection of the proposals.

EVALUATION

While cost is of great importance, proposing the lowest price received through this RFP process will not assure award of the contract. A variety of criteria in addition to pricing will be considered in evaluating proposals, including but not limited to demonstrated understanding of BCF's expectations, quality of procedural/safety

structures, management model, communication system, references, perceived ability to deliver, insurance/risk management portfolio, and willingness to partner with BCF. This evaluation will be made based on the proposal as well as information from news articles, press releases, client references, industry references, vendors, related sources, and any other source relevant to the proposer or BCF.

PROPOSAL EXPECTATIONS

Although BCF is not requiring documentation in support of the items below, by submitting a proposal in response to this RFP, each Proposer is agreeing to all of the terms and expectations listed here. Failure to comply with any of these expectations may result in rejection of the proposal or the immediate issuance of a termination of contract notice.

Staffing:

- o The proposer agrees not to discriminate against any employee or applicant for employment because of race, sex, religion, color, age, disability, national origin, or sexual orientation.
- o The proposer will ensure that all employees involved in their services pass a drug screening test and background check prior to employment and will submit those test and background check results to BCF upon request.
- o The proposer will, at the request of BCF, immediately remove from the assignment any employee who, in the opinion of BCF, is incompetent or who has been conducting himself or herself improperly.
- o The proposer will not permit a person so removed to remain on or return to that facility or any other BCF facility.
- o The proposer will maintain adequate staffing at all times. All of the proposer's employees will be neatly dressed, presentable, helpful, friendly and cooperative at all times.
- o Drivers and all other persons coming in contact with children must uphold the highest professional standards and maintain the highest moral character.
- o BCF places and the proposer accept full responsibility of assuring such qualities in all personnel.

Safety:

- o The Proposer is responsible for implementing and administering a comprehensive safety program.
- o The program must include continuing on-the-road training and classroom training for all drivers as well as annual, documented emergency exit drills and, if requested by BCF, annual presentations for all students.
- o *The safety of our students is our primary priority.*
- o The proposer must include their comprehensive safety training and management plan. Any health and safety issues, including all accidents involving a bus carrying BCF students, must be reported immediately to BCF.

Supervision/Bus Monitors

- Estimated budget to be submitted to be BCF for cost of monitors. The cost to hire & pay the bus monitors will be paid from the accepted proposal amount submitted to BCF, which will be included as a cost of your transportation fees. BCF reserves the right to hire all bus monitors.

Legal and Responsibility:

- o The proposer must fulfill all obligations in compliance with all applicable local, state, and federal laws and regulations.
- o The proposer will not make any assignments or subcontract for the work without obtaining written permission from BCF.
- o The proposer must be knowledgeable of and abide by all provisions of legislative enactments, by-laws, and regulations in regard to safety. Student Transportation Services Request for Proposal

Scope of Work

The winning proposer will provide full-service student transportation. Full-service is defined as including all vehicles, fuel and other consumables, fleet maintenance and repairs, fleet parking and storage, insurance, staffing, supervision, and management necessary to operate school buses as well as running a staffed dispatch operation.

The primary obligation of the proposer is to operate its affairs so that BCF will be assured of continuous, safe, and reliable service such that BCF is not burdened with day-to-day operations.

Full-service student transportation also includes comprehensive routing services such as creating routes, generating stops, offering ongoing routing support, and maintaining accurate rosters for each bus.

The proposer must use a software system when creating routes and generating stops. Additionally, full-service student transportation includes all traditional morning and afternoon routes, field trip routes, and student activity/after-school routes. Please note that BCF does not generally request bus monitors on such routes, but when requested by BCF, the proposer must have the capacity to provide monitoring services.

MDC operates approximately 172 school days per academic year. The MDC's school day begins at 7:45 and ends at 3:20 each day. MDC will require approximately 9 regular education buses and 2 special education buses. This number will be based upon student enrollment.

PROPOSAL REQUIREMENTS

The proposer must answer all questions and include all requested documentation in order for the proposer's proposal to be considered.

For each of the following items the proposer must provide the requested company information. The proposer can provide this information in any form desired provided that all items are addressed to the extent that BCF is assured that the proposer has a history of high performance and strong systems in place to ensure continuity of performance at a satisfactory level.

1. Brief cover letter on official company letterhead explaining that the proposer understands the requirements of this RFP, signed by an individual who is authorized to make proposals of this nature in the name of the proposer.

Operating Information

2. Company operating information, to include headquarters location, website, year founded, years' operating with K-8 school clients, and years' operating in New Orleans.
3. Current fleet information (number of buses, age range, etc.).
4. Company financial information for each of the last three fiscal years.
5. Basic information for at least two current accounts of similar size, including the date of the relationship's inception and contact information with those clients.
6. Three references, one of which must be a former client.

Staffing Information

7. Current insurance certificates demonstrating existing coverage for worker's compensation/employer's liability insurance, comprehensive general liability insurance, and automobile liability and physical damage insurance
8. Organization chart, showing management/supervisory structure from senior leadership to BCF.
9. Employee policies, including sourcing, hiring, driver compensation rates, benefits, and training programs.
10. Driver retention data for each of the last three academic years.

Fee Schedule

11. Fee Information: The proposer must provide a rate schedule which includes, but is not limited to, per day pricing for each element of service (this is to be the contracted pricing amount). This annual estimate is for informational and comparison purposes only and is not binding. Please include specifications and rates for School to Home routes, Special Education routes, After School routes, Field Trips, and Monitoring.

Route Services

12. Route Creation: The proposer must provide evidence of a software system that generates comprehensive routing services such as creating routes, generating stops, offering ongoing routing support, and maintaining accurate rosters for each bus.

Insurance:

13. The Proposer must be able to provide proof of insurance coverage that will minimize BCF's risk exposure to the extent outlined below:
 - Worker's Compensation/Employer's Liability insurance to cover bodily accidents in the amount of not less than \$1,000,000 per accident
 - Comprehensive General Liability insurance in the form of comprehensive, contractual insurance, personal injury, broad-form property damage, premises operations and completed operations in an amount of not less than \$1,000,000 per occurrence and \$3,000,000 aggregate
 - Automobile Liability and Physical Damage insurance for an amount of not less than \$1,000,000 for each bodily injury and property damage combined, single limits, and extensions of comprehensive coverage for all leased, owned and hired vehicles
 - All employees must be bonded
- The proposer must also agree to include a waiver of subrogation and name BCF as an additional insured party on relevant policies.

Assurances

14. For each of the following assurances the proposer must provide sufficient documentation to prove their ability to meet these expectations and deliverables.
 - a. Personnel: The proposer is responsible for hiring and training necessary staff to ensure consistent, reliable, and high-quality service. While specific employees are at the discretion of the proposer, BCF expects experienced and qualified dispatch, maintenance, training, and supervisor level employees.
 - b. Fleet: The proposer will ensure all buses have first aid kits, fire extinguishers, operational and lighted stop arms, back-up alarms, functional exit doors, a functional front arm extension, working two-way radios, and an up-to-date inspection sticker. BCF reserves the right

to request its name and/or logo appear on all buses and, if exercising this right, will work with the proposer in good faith to ensure the placement of the name and/or logo meets the needs of both BCF and the proposer. The route name and number must be posted on the side of the bus, the rear of the bus, and the front of the bus, easily visible to potential passengers at all posted locations.

- c. Maintenance: The proposer is responsible for maintenance and repairs on all vehicles utilized under the contract at its own cost. The proposer is to provide sufficient spare vehicles as backup units during breakdowns and whenever vehicles may be out of service for maintenance or repairs. The proposer will also perform daily pre-trip inspections and promptly correct any deficiencies discovered on any vehicles or equipment to be utilized under the contract. Under no condition may an unsafe bus be used to transport students. The proposer will keep on file the completed inspection sheets and submit copies of the sheets to BCF when requested. The proposer will provide daily interior cleaning of all vehicles. Exterior cleaning will be done at least twice a month from August through June. Vehicle windows must be clean and clear, and vehicle numbering must be visible at all times. All vandalism or damage to the proposer's equipment will be the responsibility of the proposer unless such damages result from the negligence of BCF.
- d. Storage: The proposer is responsible for providing sufficient storage space for all buses and vehicles. The proposer will allow adequate transportation time, including traffic and delays, from the storage facility to school locations.
- e. Camera System: The proposer is responsible for providing a working camera system on all buses. The proposer will ensure a working system by planning for equipment failure or malfunction. If a camera or recording system is not functioning properly, the proposer will repair or replace the system within 48 hours. The proposer will collaborate with BCF to set policies for viewing a recording.
- f. Routing Services: The proposer is responsible for providing routing services to BCF as described in the scope of work. BCF expects routes and stops to be as convenient as possible for students and parents and for routes to maximize efficiency to reduce costs.
- g. Data Management: The proposer must work with BCF to effectively and regularly communicate student demographic information, bus rosters, and routes across all pertinent systems, including the BCF student information system, the proposer's routing system, and the proposer's dispatch system. The proposal must include software information, communication methods, import/export specs, etc.
- h. Roster/Route Maintenance: Rosters are to be updated as needed, but no less than monthly, to ensure that drivers have access to the most

up-to-date ridership information and contact information. The proposer can reassign students to existing stops on that schedule. Routes will be updated monthly in order to best meet the needs of parents and students and to continuously improve operations.

RFP Evaluation Criteria

All proposals will be reviewed and evaluated to determine compliance with requirements as specified in the RFP. The evaluation of each response will be based on its overall competence, compliance, format, organization, taking into consideration the evaluation criteria below:

Criteria Maximum Score

1. Operating Qualifications: Company and financial information, references, fleet capacity and specifications	
20 Points	
2. Staff Qualifications: staff prior experience, licenses, professional achievements & Specialized Experience	
20 Points	
3. Proposed Fees	30
Points	
4. Route Services	10
Points	
5. Assurances	15
Points	
6. Firm is a DBE/MBE entity	5
Points	
Total 100 Points	